

RESOURCE COORDINATOR

GENERAL DEFINITION OF WORK:

FLSA Status: Non-Exempt

Performs intermediate paraprofessional work coordinating development of community resources, coordinating day care assistance programs, serving as a link between the department and community organizations; does related work as required. Work is performed under regular supervision. Limited supervision may be exercised over subordinate program personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Receiving and processing applications; evaluating, determining and redetermining eligibility; referring clients to service workers; preparing and maintaining files and records.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Processes applications; assess client needs; determines eligibility; maintains case record for public assistance programs; enters client eligibility status and supporting data in computer systems and issues benefits.
- Assists clients in completing forms; explains client rights and responsibilities; requests and obtains various documentation to evaluate income, resources and eligibility; reviews pay stubs and child support orders to verify income; ascertains relevant paternity information; analyzes income/resource data to determine eligibility.
- Assesses client needs for referrals; refers clients to other community resources as appropriate; coordinates development of community resources; serves as liaison between resource providers and department; refers cases to case managers and social workers as needed.
- Receives, prepares or completes various forms, reports, correspondence, logs, evaluation forms, case actions, case tracking forms, client records, notices, or other documents; reviews, completes, processes, forwards or retains as appropriate; mails payment notices, expiration notices or other action notices to clients as appropriate.
- Operates a personal computer to enter, retrieve, review, or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, email, internet, or other computer programs.
- Performs general clerical tasks; answering telephone; performing data entry; making copies; processing mail; sending/receiving faxes; shreds documents; files, delivers or picks up documentation.
- Receives potential fraud information; assesses information for fraud cases; detects inconsistencies in client history; makes fraud referrals.
- Oversees budget for daycare program; monitors expenditures; creates purchase orders and vendor invoices; tracks reimbursements.
- Provides direction, training and assistance to subordinate program personnel; organizes, prioritizes and assigns work; monitors status of and inspects completed work.
- Serves as staff as Red Cross shelters.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of the principles and practices of public social service organizations; general knowledge of current social, economic and health problems and of human behavior and social functioning; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to perform basic mathematics including calculating percentages; ability to follow oral and written instructions; ability to organize work schedule, manage workload and meet deadlines; ability to communicate complex ideas effectively, orally and in writing; ability to prepare clear and concise reports; ability to establish and maintain effective working relationships with clients, associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in human services or related field and some human services experience involving day care.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires kneeling, crouching, stooping, reaching, standing, walking, fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.